

WHAT IS CLAIMED IS:

1. A method for facilitating mediated virtual communication, comprising:
facilitating display, on a visual display portion of a mediation subscriber communication
device, of mediation information;
5 facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information; and
transmitting, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information.
- 10 2. The method of claim 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from a mediation system, a
data including an availability selector.
3. The method of claim 1 wherein facilitating display of mediation information includes:
displaying the availability selector.
- 15 4. The method of claim 3 wherein displaying the availability selector includes displaying an
availability selector indicating presence associated with a meeting.
5. The method of claim 3 wherein displaying the availability selector includes displaying an
availability selector for indicating presence associated with a designated time of day.
6. The method of claim 3 wherein displaying the availability selector includes displaying an
availability selector for indicating presence associated with a day.
- 20 7. The method of claim 3 wherein displaying the availability selector includes displaying an
availability selector for determining a priority of a communication request.

8. The method of claim 3 wherein facilitating designation of selected mediation information includes:

manipulating a data interface portion of the mediation subscriber communication device
for selecting one of the availability selectors and designating a present availability
status.

9. The method of claim 8 wherein transmitting said selected mediation information includes:

transmitting, from the mediation subscriber communication device for reception by the
mediation system, a data including the present availability status.

10. The method of claim 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from a mediation system, a
data including a contextual communication summary and a plurality of follow-
through actions; and
displaying the contextual communication summary and the plurality of follow-through
actions.

11. The method of claim 10 wherein displaying the plurality of follow-through actions
includes displaying a follow-through action selection for indicating that a message will be
taken.

12. The method of claim 10 wherein displaying the plurality of follow-through actions
includes displaying a follow-through action for indicating that the mediation subscriber
will initiate a return call in a designated number of minutes.

13. The method of claim 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available.
14. The method of claim 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for indicating that the mediation subscriber would like to schedule a return call.
15. The method of claim 10 wherein displaying the plurality of follow-through actions includes displaying a follow-through action for enabling an incoming call to be transferred.
16. The method of claim 10 wherein facilitating designation of selected mediation information includes:
manipulating a data interface portion of the mediation subscriber communication device for selecting one of said follow-through actions.
17. The method of claim 16 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including said selected one of the follow-through action.
18. The method of claim 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from a mediation system, a data including a plurality of options menu selections; and
displaying an options menu selection.

19. The method of claim 18 wherein displaying the options menu selection includes displaying an options menu selection for enabling a call to be made.
20. The method of claim 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a service reservation to be made.
- 5 21. The method of claim 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling an availability to be altered.
22. The method of claim 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a policy to be altered.
23. The method of claim 18 wherein displaying the options menu selection includes displaying an option menu selection for enabling a service preference to be altered.
- 10 24. The method of claim 18 wherein facilitating designation of selected mediation information includes:
manipulating a data interface portion of the mediation subscriber communication device
for selecting one of the options menu selections.
- 15 25. The method of claim 24 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the
mediation system, a data including the options menu selection.

26. The method of claim 1 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from a mediation system, a
data including a mediation information menu; and
displaying the mediation information menu.
- 5 27. The method of claim 26 wherein displaying the mediation information menu includes
displaying an availability status menu.
28. The method of claim 26 wherein displaying the mediation information menu includes
displaying a follow-through action menu.
29. The method of claim 26 wherein displaying the mediation information menu includes
displaying an options menu.
30. The method of claim 26 wherein displaying the mediation information menu includes
displaying a services menu.
31. The method of claim 26 wherein displaying the mediation information menu includes
displaying an arrangement options menu.
- 15 32. The method of claim 26 wherein facilitating designation of selected mediation
information includes:
manipulating a data interface portion of the mediation subscriber communication device
for designating a selected menu item from the mediation information menu.

33. The method of claim 32 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the selected menu item.

34. A method for facilitating mediated virtual communication, comprising:
facilitating display, on a visual display portion of a mediation subscriber communication
device, of mediation information, wherein facilitating display of said mediation
information includes receiving, at the mediation subscriber communication device
5 from a mediation system, a data including a contextual communication summary
and a plurality of follow-through actions and displaying the contextual
communication summary and the plurality of follow-through actions;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
10 designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for selecting
one of said follow-through actions; and
transmitting, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information, wherein transmitting said
15 selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

35. The method of claim 34 wherein facilitating display of said mediation information
includes:
20 receiving, at the mediation subscriber communication device from a mediation system, a
data including an availability selector.

36. The method of claim 35 wherein displaying the availability selector includes selecting the
availability selector from a group of availability selectors consisting of an availability
selector for indicating presence associated with a meeting, an availability selector for
25 indicating presence associated with a designated time of day, an availability selector for
indicating presence associated with a day, and an availability selector for determining a
priority of a communication request.

37. The method of claim 34 wherein displaying the follow-through action includes selecting the follow-through action from a group of follow-through actions consisting of a follow-through action for indicating that a message will be taken, a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes, a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available, a follow-through action for indicating that the mediation subscriber would like to schedule a return call and a follow-through action for enabling an incoming call to be transferred.

38. The method of claim 34 wherein facilitating display of mediation information includes: receiving, at the mediation subscriber communication device from a mediation system, a data including a plurality of options menu selections; and displaying an options menu selection.

39. The method of claim 38 wherein displaying the options menu selection includes selecting the options menu selection from a group of options menu selections consisting of an options menu selection for enabling a call to be made, an options menu selection for enabling a service reservation to be made, an options menu selection for enabling an availability to be altered, an options menu selection for enabling a policy to be altered, and an options menu selection for enabling a service preference to be altered.

40. The method of claim 34 wherein facilitating designation of selected mediation information includes: manipulating a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

41. The method of claim 40 wherein transmitting said selected mediation information includes:

transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

5 42. The method of claim 34 wherein facilitating display of mediation information includes: receiving, at the mediation subscriber communication device from a mediation system, a data including a mediation information menu; and displaying the mediation information menu.

10 43. The method of claim 42 wherein displaying the mediation information menu includes selecting the mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu.

44. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber
communication device; and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the mediation subscriber communication
device to:
facilitate display, on a visual display portion of the mediation subscriber communication
device, of mediation information;
facilitate designation, via a data interface portion of the mediation subscriber
10 communication device, of selected mediation information; and
transmit, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information.

45. The computer program product of claim 44 wherein enabling the mediation subscriber
communication device to facilitate display of mediation information includes enabling
15 the mediation subscriber communication device to receive, at the mediation subscriber
communication device from a mediation system, a data including an availability selector.

46. The computer program product of claim 44 wherein enabling the mediation subscriber
communication device to facilitate display of mediation information includes enabling
the mediation subscriber communication device to displaying the availability selector.

20 47. The computer program product of claim 46 wherein enabling the mediation subscriber
communication device to display the availability selector includes enabling the mediation
subscriber communication device to display an availability selector indicating presence
associated with a meeting.

48. The computer program product of claim 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for indicating presence associated with a designated time of day.

5 49. The computer program product of claim 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for indicating presence associated with a day.

10 50. The computer program product of claim 46 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to display an availability selector for determining a priority of a communication request.

15 51. The computer program product of claim 46 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the availability selectors and for designating a present availability status.

20 52. The computer program product of claim 51 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the present availability status.

53. The computer program product of claim 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:

5 receive, at the from a mediation system, a data including a contextual communication summary and a plurality of follow-through actions; and display the contextual communication summary and the plurality of follow-through actions.

54. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action selection for indicating that a message will be taken.

55. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes.

56. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available.

57. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for indicating that the mediation subscriber would like to schedule a return call.

5 58. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to display the plurality of follow-through actions includes enabling the mediation subscriber communication device to display a follow-through action for enabling an incoming call to be transferred.

10 59. The computer program product of claim 53 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of said follow-through actions.

15 60. The computer program product of claim 59 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including said selected one of the follow-through action.

20 61. The computer program product of claim 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:
receive, at the mediation subscriber communication device from a mediation system, a
data including a plurality of options menu selections; and
display an options menu selection.

62. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an options menu selection for enabling a call to be made.

5 63. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a service reservation to be made.

10 64. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling an availability to be altered.

15 65. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a policy to be altered.

20 66. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to display an option menu selection for enabling a service preference to be altered.

67. The computer program product of claim 61 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

68. The computer program product of claim 67 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

69. The computer program product of claim 44 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:
receive, at the mediation subscriber communication device from a mediation system, a data including a mediation information menu; and
display the mediation information menu.

70. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an availability status menu.

71. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display a follow-through action menu.

72. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an options menu.
73. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display a services menu.
74. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to display the mediation information menu includes enabling the mediation subscriber communication device to display an arrangement options menu.
75. The computer program product of claim 69 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber communication device to manipulate a data interface portion of the mediation subscriber communication device for designating a selected menu item from the mediation information menu.
76. The computer program product of claim 75 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the selected menu item.

77. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation subscriber
communication device; and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the mediation subscriber communication
device to:
facilitate display, on a visual display portion of the mediation subscriber communication
device, of mediation information, wherein facilitating display of said mediation
information includes receiving, at the mediation subscriber communication device
10 from a mediation system, a data including a contextual communication summary
and a plurality of follow-through actions and displaying the contextual
communication summary and the plurality of follow-through actions;
facilitate designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
15 designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for selecting
one of said follow-through actions; and
transmit, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information, wherein transmitting said
20 selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

78. The computer program product of claim 1 wherein enabling the mediation subscriber
communication device to facilitate display of said mediation information includes
25 enabling the mediation subscriber communication device to receive, at the mediation
subscriber communication device from a mediation system, a data including an
availability selector.

79. The computer program product of claim 35 wherein enabling the mediation subscriber communication device to display the availability selector includes enabling the mediation subscriber communication device to select the availability selector from a group of availability selectors consisting of an availability selector for indicating presence associated with a meeting, an availability selector for indicating presence associated with a designated time of day, an availability selector for indicating presence associated with a day, and an availability selector for determining a priority of a communication request.

80. The computer program product of claim 34 wherein enabling the mediation subscriber communication device to display the follow-through action includes enabling the mediation subscriber communication device to select the follow-through action from a group of follow-through actions consisting of a follow-through action for indicating that a message will be taken, a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes, a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available, a follow-through action for indicating that the mediation subscriber would like to schedule a return call and a follow-through action for enabling an incoming call to be transferred.

81. The computer program product of claim 34 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:
receive, at the mediation subscriber communication device from a mediation system, a data including a plurality of options menu selections; and
display an options menu selection.

82. The computer program product of claim 38 wherein enabling the mediation subscriber communication device to display the options menu selection includes enabling the mediation subscriber communication device to select the options menu selection from a group of options menu selections consisting of an options menu selection for enabling a call to be made, an options menu selection for enabling a service reservation to be made, an options menu selection for enabling an availability to be altered, an options menu selection for enabling a policy to be altered, and an options menu selection for enabling a service preference to be altered.

83. The computer program product of claim 34 wherein enabling the mediation subscriber communication device to facilitate designation of selected mediation information includes enabling the mediation subscriber to manipulate a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

84. The computer program product of claim 40 wherein enabling the mediation subscriber communication device to transmit said selected mediation information includes enabling the mediation subscriber communication device to transmit, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

85. The computer program product of claim 34 wherein enabling the mediation subscriber communication device to facilitate display of mediation information includes enabling the mediation subscriber communication device to:
receive, at the mediation subscriber communication device from a mediation system, a data including a mediation information menu; and
display the mediation information menu.

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87. A system for facilitating mediated virtual communication, comprising:
a mediation subscriber communication device connected to a mediation system via a data
packet network and capable of:

facilitating display, on a visual display portion of a mediation subscriber communication
device, of mediation information, wherein facilitating display of said mediation
information includes receiving, at the mediation subscriber communication device
from a mediation system, a data including a contextual communication summary
and a plurality of follow-through actions and displaying the contextual
communication summary and the plurality of follow-through actions;

facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information, wherein facilitating
designation of said selected mediation information includes manipulating a data
interface portion of the mediation subscriber communication device for selecting
one of said follow-through actions; and

transmitting, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information, wherein transmitting said
selected mediation information includes transmitting, from the mediation
subscriber communication device for reception by the mediation system, a data
including the selected follow-through action.

88. The system of claim 87 wherein the mediation subscriber communication device is a
wireless telephone.

89. The system of claim 88 wherein:
the data packet network includes a general packet radio service; and
the wireless telephone is capable of communicating via a general packet radio system.

90. The system of claim 87 wherein the mediation system includes a data packet client and the data packet network includes a data packet server.

91. The system of claim 87 wherein facilitating display of said mediation information includes:

5 receiving, at the mediation subscriber communication device from a mediation system, a data including an availability selector.

92. The system of claim 88 wherein displaying the availability selector includes selecting the availability selector from a group of availability selectors consisting of an availability selector for indicating presence associated with a meeting, an availability selector for indicating presence associated with a designated time of day, an availability selector for indicating presence associated with a day, and an availability selector for determining a priority of a communication request.

93. The system of claim 87 wherein displaying the follow-through action includes selecting the follow-through action from a group of follow-through actions consisting of a follow-through action for indicating that a message will be taken, a follow-through action for indicating that the mediation subscriber will initiate a return call in a designated number of minutes, a follow-through action for indicating that the mediation subscriber will initiate a return call when the mediation subscriber is next available, a follow-through action for indicating that the mediation subscriber would like to schedule a return call and a follow-through action for enabling an incoming call to be transferred.

94. The system of claim 87 wherein facilitating display of mediation information includes: receiving, at the mediation subscriber communication device from a mediation system, a data including a plurality of options menu selections; and displaying an options menu selection.

95. The system of claim 91 wherein displaying the options menu selection includes selecting the options menu selection from a group of options menu selections consisting of an options menu selection for enabling a call to be made, an options menu selection for enabling a service reservation to be made, an options menu selection for enabling an availability to be altered, an options menu selection for enabling a policy to be altered, and an options menu selection for enabling a service preference to be altered.

96. The system of claim 87 wherein facilitating designation of selected mediation information includes:
manipulating a data interface portion of the mediation subscriber communication device for selecting one of the options menu selections.

97. The system of claim 93 wherein transmitting said selected mediation information includes:
transmitting, from the mediation subscriber communication device for reception by the mediation system, a data including the options menu selection.

98. The system of claim 87 wherein facilitating display of mediation information includes:
receiving, at the mediation subscriber communication device from a mediation system, a data including a mediation information menu; and
displaying the mediation information menu.

99. The system of claim 95 wherein displaying the mediation information menu includes selecting the mediation information menu from a group of mediation information menus consisting of an availability status menu, a follow-through action menu, an options menu, a services menu and an arrangement options menu.

100. A system for facilitating mediated virtual communication, comprising:
a mediation subscriber communication device connected to a mediation system via a data
packet network and capable of:
facilitating display, on a visual display portion of a mediation subscriber communication
5 device, of mediation information;
facilitating designation, via a data interface portion of the mediation subscriber
communication device, of selected mediation information; and
transmitting, from the mediation subscriber communication device for reception by a
mediation system, said selected mediation information.

10 101. The system of claim 97 wherein:
the mediation system includes a data packet client and a computer-telephone interface
client; the data packet network includes a data packet server; and
the voice network includes a computer-telephone interface client sever and an interactive
voice response system connected to the computer-telephone interface.